

ASSISTANT CHILD SUPPORT OFFICER
CHILD SUPPORT OFFICER

Class No. 002940
Class No. 002941

DEFINITION:

To interview custodial and non-custodial parents, and perform in office investigations to locate absent parents, establish paternity, and initiate actions to establish and enforce orders for support; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Positions in this class series are allocated only to the Department of Child Support Services. This is not a law enforcement class series.

Assistant Child Support Officer: This is the entry-level class in this class series. Under immediate supervision, incumbents acquire a working knowledge of rules and regulations governing child support programs and learn casework methods, enforcement techniques and procedures, and perform the more routine and initial case action on complaints of failure to provide child support. This class is distinguished from the Child Support Officer in that the latter performs all aspects of child support case management.

Child Support Officer: This is the journey-level in this class series. Under general supervision, incumbents perform a full range of case management duties relating to failure to provide child support. The Child Support Officer is responsible for performing all aspects of child support duties and responsibilities, and provides technical guidance and training to subordinate child support officers. This class differs from Assistant Child Support Officer in that the latter is receiving training in performing all aspects of child support case management duties. This class differs from the Supervising Child Support Officer in that the latter is a full supervisory position responsible for leading a team of Child Support Officers and directing the activities associated with conducting in office investigations.

EXAMPLES OF DUTIES:

Interviews custodial and/or non-custodial parents and others in child support matters to obtain statements, documents, and other facts to establish paternity, locate absent parents, and determine financial status; collects and verifies information by letter, telephone, fax, computer, or interview; performs in-office investigations for the establishment and/or enforcement of paternity, child support, and medical orders; may take a variety of actions to determine paternity such as arranging for blood tests and obtaining statements from witnesses; initiates legal enforcement action through the preparation and processing of a variety of documents such as orders of examination, property liens, wage assignments, contempt motions, criminal contempt, or failure to provide complaints; evaluates income and expense data of non-custodial parent to determine support capability; enters data into the computer to determine payment amounts and interest; responds to a high volume of telephone inquiries from the public; explains status of cases to custodial and/or non-custodial parents and other agencies; updates all pertinent information on the case; initiates, receives, and responds to inquiries concerning cases where a custodial or non-custodial parent resides in another state; compiles and reports statistics concerning cases; performs mathematical computations on child support cases; initiates documents and correspondence supporting case actions; utilizes the computer system to input and access case data to initiate actions, maintain history of actions taken, and monitor payments; and prepares correspondence, reports, and legal documents.

Child Support Officer: All of the duties listed above including: negotiates payments with custodial/non-custodial parents; serves court documents in the office as required; appears in court as a witness to facts surrounding the processing of specific cases as needed; monitors cases to determine compliance with payment arrangements and court orders by reviewing payment records through computer data systems, and by evaluating information from complainants; recommends case closure; provides technical guidance and training to subordinate staff; and may act in the absence of a Supervising Child Support Officer.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Assistant Child Support Officer
II = Child Support Officer

Knowledge of:

I II

T	T	Telephone communication techniques to effectively gain information.
G	T	Interviewing and interrogation techniques.
G	T	Federal, State, and local laws relating to child support enforcement.
G	T	Legal terminology and legal document processing.
G	T	Mathematical computations involved in reviewing and compiling statistical/financial records.
G	T	Office and record keeping procedures.
G	G	Personal computer usage and operation.
--	G	Sources used to locate individuals and assets.
--	G	Principles and techniques of supervision and training.

Skills and Abilities to:

The following skills and abilities apply to both classes:

- Gather, assemble, and evaluate facts to draw logical conclusions, to initiate legal action within prescribed guidelines, and to make sound recommendations.
- Understand, interpret, and apply basic laws, rules, and regulations relative to child support, the collection of funds, and seizure of property.
- Prepare clear, concise, and complete case records.
- Establish and maintain effective working relationships with associates, outside agencies, and the general public.
- Compute simple to complex mathematical calculations.
- Communicate effectively in oral and written form.
- Input and retrieve data and information stored in a computerized record system.

Child Support Officer (in addition to the above):

- Interview effectively to collect sensitive information.
- Obtain cooperation from non-custodial parents and negotiate child support court orders.
- Provide technical guidance and training to subordinate staff.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and/or skills stated above. Examples of such education/experience are:

Assistant Child Support Officer:

1. An associate's degree in business, financial management, criminal justice, or a closely related field; OR,
2. Two (2) years of clerical experience, with at least six months experience in a Child Support Enforcement Program performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules, and regulations; or preparing clear, concise, and complete case notes; OR,
3. One (1) year of experience as a Legal Support Assistant I or Legal Procedures Clerk I in the County of San Diego.

Child Support Officer:

1. An associate's degree in business, financial management, criminal justice, or a closely related field; AND, one (1) year of experience equivalent to the Legal Support Assistant I in the County of San Diego, with at least six months of experience in a Child Support Enforcement Program performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules, and regulations; or preparing clear, concise, and complete case notes; OR,
2. Two (2) years of experience equivalent to the Legal Support Assistant I in the County of San Diego, with at least six months of experience in a Child Support Enforcement Program performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules and regulations; or preparing clear, concise, and complete case notes; OR,
3. One (1) year of experience as an Assistant Child Support Officer in the County of San Diego.

Note: Additional years of experience as described above may substitute for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel.

Background Investigation:

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on the types, number, and recency, may be disqualifying. Prior to appointment, candidates offered employment will be subject to a background investigation performed by the Office of the District Attorney.